

# California Housing Finance Agency

## Job Opportunity

### Student Assistant Vacancy #156

Hourly Salary Range	\$8.14-10.83 (depending on number of college units earned)
Final File Date	Open until filled
Division	Homeownership Division, Outreach
Specific Location	12 <sup>th</sup> & L Streets, Downtown Sacramento
Tenure & Time base	Temporary/Part-time. We're looking for a student who can commit to two years and 24-30 hours per week -- days and work hours are flexible.
Number of Positions	One
Questions?	Contact Carol at 916-327-5172, <a href="mailto:clivecchi@calhfa.ca.gov">clivecchi@calhfa.ca.gov</a> , or Suzanne at 916-319-9718 or <a href="mailto:spratt@calhfa.ca.gov">spratt@calhfa.ca.gov</a> California Relay Telephone Service for the Deaf or Hearing Impaired: from TDD phones: 800-735 2929, from voice phones 800-735-2922.
Who Should Apply	Employment as a Student Assistant is based on continued enrollment in a college program.
How to Apply	<p>A separate application is required for each of our vacancies. The HR Office will not make copies of applications. Applications with multiple vacancies will be considered only for the first vacancy listed on the application.</p> <p>Submit a standard State application form (resume may be attached) to: Human Resources Office California Housing Finance Agency P.O. Box 4034 Sacramento, CA 95812-4034 Applications are available at the State Personnel Board's website at <a href="http://www.spb.ca.gov">www.spb.ca.gov</a> or by contacting CalHFA.</p> <p>Please specify on your application that you are interested in vacancy #156, Student Assistant.</p>
<p><b>Duties</b></p> <p><i>Equal Opportunity to all regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, or sexual orientation.</i></p> <p><i>It is the objective of the State of California to achieve a drug-free state workplace. Any applicant for State employment will be expected to behave in accordance with this objective because the use of illegal drugs is inconsistent with the law of the State, the rules governing civil service, and the special trust placed in public servants.</i></p>	<p>Under the supervision of the Housing Finance Officer (Single Family) (Homeownership Leads Program and Outreach Officer), the Student Assistant provides office support to the Officer. This position interacts with vendors, stakeholders, public, and lenders, requiring tact, and a professional demeanor while exhibiting excellent customer service skills. Desirable qualifications include: excellent customer service skills; strong communication and interpersonal skills; ability to communicate effectively with employees, clients, vendors and others; good writing skills; ability to work in a team-oriented environment; attention to detail; problem solving skills; good organizational skills; experienced in MS Word, PowerPoint, and Excel; ability to read and interpret documents and procedure manuals; ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Duties include:</p> <p><u>Essential Functions:</u></p> <ul style="list-style-type: none"> <li>30% Provide clerical support including copying, faxing, filing, formatting and editing documents on computer using Power Point, Excel, Outlook, and Word. Upon request, mail promotional materials.</li> <li>20% Answer and screen all incoming calls in a courteous and professional manner. Provide technical support to the Leads Program contractor during the absence of the supervisor. Screens incoming correspondence and routes to appropriate staff member for action.</li> <li>15% Work closely with the Marketing Division's editing manager for the formatting of the e-newsletter. Ensure that the e-newsletter is disseminated to loan officers, realtors, home counseling centers and localities. Maintain and update loan officer's information on the web.</li> <li>10% Operate and maintain the Preferred Loan Officer (PLO) and Outreach database to support the Leads Program. Assist Supervisor in coordinating staff volunteers from other divisions and units to represent CalHFA in attending and/or speaking at various statewide events. Maintain and update the statewide efforts in Homeownership Outreach Report.</li> <li>10% Provide communication immediately to the Leads Program vendor of policy and program changes via email and telephone.</li> </ul>

	<div>10%    Schedule meetings and make travel arrangements for the Leads Program and Outreach Manager.    Prepare meeting notes at meeting.    At times, attend meetings for Supervisor.</div> <div><u>Marginal Duties:</u></div> <div>5%    Other duties as assigned</div>
5/16/2007	